GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2279
ANSWERED ON:10.03.2016
DGCA Guidelines
Hari Shri G.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether as per Directorate General of Civil Aviation (DGCA) guidelines, crew members must attempt to defuse a critical situation until it becomes clear that there is no way to resolve through verbal
communications and written notice to passenger;

(b) if so, the details thereof;

(c) whether it has also been advised that restraining devices should be used when all conciliatory process have been exhausted, if so, the details thereof;

(d) whether the DGCA has asked all the airlines to provide training to cabin crew members to use restraining devices; and

(e) if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a) to (c) Yes Madam. DGCA has issued Civil Aviation Requirements (CAR), Section - 3 Air Transport, Series - M, Part - VI on "Handling of unruly/disruptive passengers". Under the provision of Para 4.7 of the said CAR, Crew members must attempt to defuse a critical situation until it becomes clear that there is no way to resolve through verbal
communication and written notice to passenger. Applying restraining devices should be used when all conciliatory approaches have been exhausted.

(d) & (e) In accordance with the provision of applicable CAR, the training requirements include the followings:-

(i) Flight crew, cabin crew and ground staff should be properly trained and be in possession of procedures to deal with unruly and disruptive passengers.

(ii) The training should provide knowledge on how to detect, defuse and prevent critical situations, about the causes of various types of disruptive behaviour and ways to handle critical situations along with reporting thereto.

(iii) The training modules so designed must include duties of such operating personnel, ground staff, cabin crew and flight crew dealing with conflict and its aftermath, ways/ means to mitigate the situations that occurs due to long waiting lines, the flight being overbooked, delays & diversion/cancellation, lack of information etc.

(iv) In an endaevour to defuse a volatile situation, airline shall establish a mechanism to identify from incidents of disruptive behaviour and analyse on a continued basis in order to impart enhanced customer skills training to frontline staff which would help them manage rude and aggressive passengers and prevention of such occurences.